



## COVID-19 Update to Customers March 16, 2020

We appreciate the trust you place in XPO Logistics to safely manage your transportation and logistics needs. Amid the spread of COVID-19 across the Europe, we want to provide an update on the actions we're taking to safeguard employees and ensure continuity of business for our customers.

The health and safety of our employees, partners and customers is our utmost priority. We continue to follow the development of the outbreak carefully, and we are adhering to the regulations and guidance from relevant authorities, the European Center for Disease Control and the World Health Organization.

Foremost among our preventative actions is instructing employees to stay home and seek medical attention if they exhibit flu-like symptoms or are exposed to someone who has tested positive for COVID-19.

We're regularly communicating updates about the spread of COVID-19 to all XPO employees, and we're directing them to credible sources for prevention tips. We've posted hand washing and hygiene guidelines in our work locations, provided a supply of hand sanitizers and disinfectant wipes, encouraged social distancing, and increased the frequency of cleaning protocols to ensure all surfaces and equipment are properly sanitized. We've also cancelled all non-essential business travel.

We have implemented a local Business Continuity Response Team in each country across Europe comprised of XPO executive stakeholders that represent the functional and operational areas of the company. The teams are responsible for business continuity procedures, compliance with XPO protocols, informing corporate leaders of business or virus updates, and managing customer requests. The teams meet regularly to execute the above actions, triage responses and assess any vulnerabilities.

We understand the critical role we play in helping your company manage your transportation and supply chain needs. Our goal is to implement contingency plans to ensure continuity of operations and minimize any disruptions – while keeping our employees safe.

With new guidelines and restrictions coming out daily, we're working to quickly adapt to meet business needs and help contain the spread of the virus. If you have questions about XPO's protocols, please contact your account manager.

As always, thank you for your business and your confidence in our ability to effectively and safely serve you.